

ATTACHMENT B - Special Terms and Conditions

RFx number: 3000022526 Contract Title: Emergency Linen/Laundry DCFS Shelters

Scope of Work for Linen/Laundry Services:

- A.** The successful Contractor shall provide all required Linen/Laundry Services for cleaning of DCFS - owned linens, cleaning of residents' personal clothing, and providing additional linens and cleaning if required. Pick-up and delivery shall be on an as-needed basis. Service shall be seven days per week, 24 hours a day; from the time of notification to the Contractor, until the special-needs shelter is closed, or discontinuance of the need for services. This includes State and Federal holidays and weekends. The successful Contractor shall pick up linen/laundry and return linen/laundry within 24 hours of notification of facility closure.
- B.** The successful Contractor shall be responsible for cleaning residents' personal laundry. Contractor shall provide laundry bags with identification tags, for pick-up and delivery. Contractor shall also provide bins, carts and hampers, which shall be of sufficient size and quantity for the transporting of soiled clothing and linens.
- C.** The successful Contractor shall thoroughly sanitize laundry carts after they are emptied of soiled linen, and this must be done prior to placing clean linen in the laundry carts for return to the facility.
- D.** The successful Contractor shall provide a 24 hour turnaround time for cleaning of linen and laundry, including weekends and State and Federal holidays. Soiled laundry and clothing shall be picked up daily and clean laundry and clothing shall be delivered daily. Linen inventory will be managed by the successful Contractor to provide sufficient deliveries to meet daily linen requirements.
- E.** Unit prices shall include the rental/use of the items, all labor, materials and packaging, tagging, freight, delivery and pickup. Bid prices must be all-inclusive.
- F.** The successful Contractor shall designate a specific contact person to provide on-going communication, coordinate servicing, answer questions and expedite service when requested.
- G.** The successful Contractor shall meet all Federal and State Infection Control Requirements.
- H.** The successful Contractor must possess all current licenses required to provide laundry services. Proof of license(s) should be submitted with the bid, and shall be required prior to any award(s) being made against this solicitation.
- I.** Upon termination of the contract, the Contractor shall retain ownership and control of the laundry as provided in the contract. (Excluding DCFS and resident-owned linen/laundry)
- J.** All items shall be washed, extracted, and tumbled as required, with non-allergenic soaps, detergents, bleaches or other chemicals used in the cleaning process.

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K. The successful Contractor shall adhere to the highest standards of cleanliness and sanitary practices, and will ensure continual sanitation in all functions and matters related to the execution of the terms of this solicitation and any resulting contract.

L. Laundry is to be handled carefully and expeditiously to avoid stain and mildew. All existing spots and stains shall be removed in the safest manner within the life and usefulness of the fabric, unimpaired.

M. All chemicals used shall be harmless to all synthetic fibers, synthetic and natural blends, or all-natural fibers.

N. Clean laundry must be returned, sorted and packaged in easily-handled bundles, and placed in covered containers.

O. It will be the responsibility of DCFS staff to bring any laundry/linen-related problems to the attention of the Contractor staff, who will in turn be responsible for the development of an appropriate response to the problem in as expedited of a manner as possible.

P. Identification Tags should be made of material that will not fade the labeling when laundered. The material for the identification tag should also be durable so that it does not tear or fall apart during the laundering process.